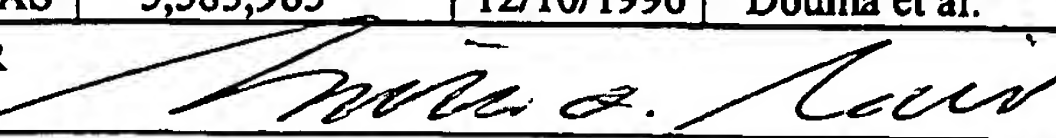
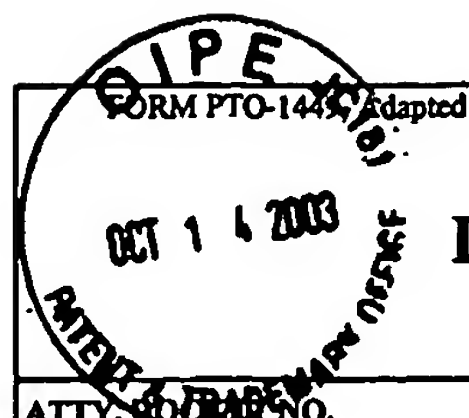


<div style="text-align: right;">FORM 100-149, Adapted</div> <div style="text-align: center;"> <b>LIST OF INFORMATION DISCLOSED BY APPLICANT</b>  <i>(Use several sheets if necessary)</i> </div>							
ATTORNEY/POCKET NO. 07117.105		SERIAL NO. 10/645,917		FILING DATE August 20, 2003			
APPLICANT McConnell et al.				GROUP			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	AA	3,594,919	7/27/1971	De Bell et al.	—	—	9/23/1969
B <sup>2</sup>	AB	3,705,271	12/5/1972	De Bell et al.	—	—	3/26/1971
B <sup>2</sup>	AC	4,684,349	8/4/1987	Ferguson et al.	—	—	7/28/1986
B <sup>2</sup>	AD	4,776,016	10/4/1988	Per K. Hansen	—	—	11/21/1985
B <sup>2</sup>	AE	4,853,952	8/1/1989	Jachmann et al.	—	—	12/3/1987
B <sup>2</sup>	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)	—	—	9/29/1988
B <sup>2</sup>	AG	5,058,008	10/15/1991	Karl H. Schumacher	—	—	10/3/1989
B <sup>2</sup>	AH	5,110,329	5/5/1992	Helmut Pieper	—	—	6/20/1990
B <sup>2</sup>	AI	5,199,062	3/30/1993	Von Meister et al.	—	—	11/8/1991
B <sup>2</sup>	AJ	5,309,505	5/3/1994	Szlam et al.	—	—	5/20/1991
B <sup>2</sup>	AK	5,310,349	5/10/1994	Daniels et al.	—	—	4/30/1992
B <sup>2</sup>	AL	5,311,422	5/10/1994	Loftin et al.	—	—	6/28/1990
B <sup>2</sup>	AM	5,384,841	1/24/1995	Adams et al.	—	—	10/27/1993
B <sup>2</sup>	AN	5,416,694	5/16/1995	Parrish et al.	—	—	2/28/1994
B <sup>2</sup>	AO	5,469,491	11/21/1995	Morley, Jr. et al.	—	—	2/2/1994
B <sup>2</sup>	AP	5,511,112	4/23/1996	Aleksander Szlam	—	—	4/29/1994
B <sup>2</sup>	AQ	5,533,115	7/2/1996	Hollenbach et al.	—	—	11/4/1994
B <sup>2</sup>	AR	5,535,256	7/9/1996	Maloney et al.	—	—	5/3/1995
B <sup>2</sup>	AS	5,583,965	12/10/1996	Douma et al.	—	—	9/12/1994
EXAMINER				DATE CONSIDERED			
				9/18/05			
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

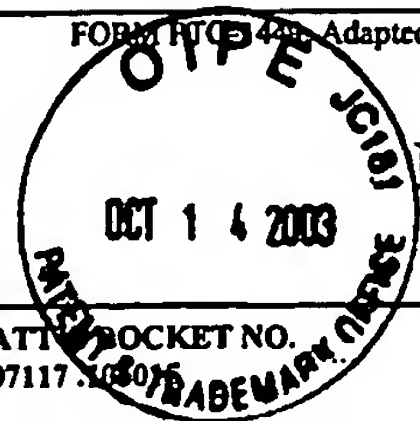


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ATTY. NO./FIRM NO. 07117.105015		SERIAL NO. 10/645,917		FILING DATE August 20, 2003			
APPLICANT McConnell et al.				GROUP			
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B	BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
B	BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
B	BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
B	BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
B	BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
B	BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
B	BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
B	BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
B	BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
B	BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
B	BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
B	BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
B	BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
B	BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
B	BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
B	BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
B	BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
B	BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
B	BS	5,861,881	1/19/1999	Freeman et al.			2/8/1996
EXAMINER				DATE CONSIDERED			
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FORM PTO 429, Adapted



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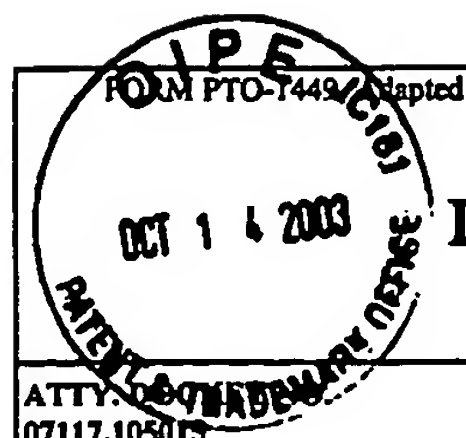
ATTACHMENT NO. 07117.103016	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
B <sup>2</sup>	CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
B <sup>2</sup>	CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
B <sup>2</sup>	CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
B <sup>2</sup>	CE	5,937,037	8/10/1999	Kamel et al.			1/28/1998
B <sup>2</sup>	CF	5,943,416	8/24/1999	Doug Gisby			2/17/1998
B <sup>2</sup>	CG	5,946,375	8/31/1999	Pattison et al.			5/12/1997
B <sup>2</sup>	CH	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
B <sup>2</sup>	CI	5,957,659	9/28/1999	Amou et al.			6/5/1997
B <sup>2</sup>	CJ	5,963,635	10/5/1999	Szlam et al.			12/12/1996
B <sup>2</sup>	CK	5,971,271	10/26/1999	Wynn et al.			6/24/1997
B <sup>2</sup>	CL	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
B <sup>2</sup>	CM	6,014,134	1/11/2000	Bell et al.			8/23/1996
B <sup>2</sup>	CN	6,038,544	3/14/2000	Machin et al.			2/26/1998
B <sup>2</sup>	CO	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
B <sup>2</sup>	CP	6,044,355	3/28/2000	Crockett et al.			7/9/1997
B <sup>2</sup>	CQ	6,044,368	3/28/2000	James Karl Powers			4/30/1998
B <sup>2</sup>	CR	6,052,460	4/18/2000	Fisher et al.			12/17/1997
B <sup>2</sup>	CS	6,058,163	5/2/2000	Pattison et al.			5/12/1997

EXAMINER <i>John A. Lee</i>	DATE CONSIDERED 9/18/05
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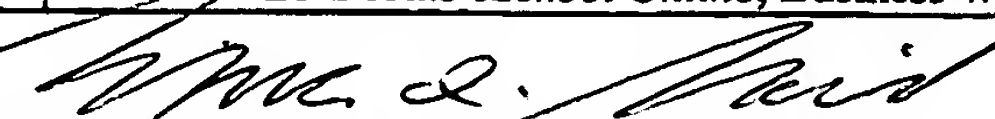
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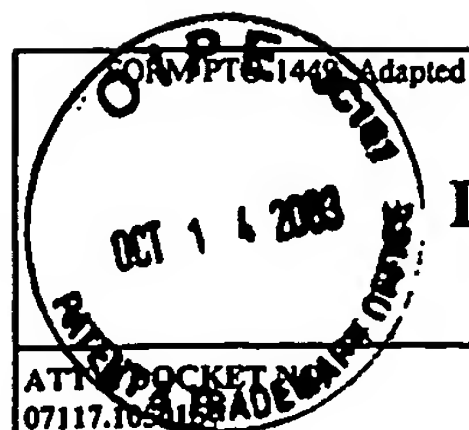
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ATTY. 069745015		SERIAL NO. 10/645,917		FILING DATE August 20, 2003			
APPLICANT McConnell et al.				GROUP			
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B~	DA	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
B~	DB	6,067,538	5/23/2000	Zorba et al.			12/22/1998
B~	DC	6,070,142	5/30/2000	McDonough et al.			4/17/1998
B~	DD	6,073,127	6/6/2000	Lannert et al.			12/22/1998
B~	DE	6,078,894	6/20/2000	Clawson et al.			3/28/1997
B~	DF	6,086,381	7/11/2000	Downs et al.			9/2/1997
B~	DG	6,118,865	9/12/2000	Doug Gisby			8/24/1999
B~	DH	6,118,973	9/12/2000	Ho et al.			2/22/1999
B~	DI	6,119,097	9/12/2000	David Ibarra			11/26/1997
B~	DJ	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
B~	DK	6,134,539	10/17/2000	O'Connor et al.			12/22/1998
B~	DL	6,144,971	11/7/2000	Sunderman et al.			1/25/1999
B~	DM	6,146,148	11/14/2000	John J. Stuppy			3/25/1999
B~	DN	6,163,607	12/19/2000	Bogart et al.			11/3/1998
B~	DO	6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
B~	DP	6,171,109 B1	1/9/2001	Setsuo Ohsuga			6/18/1997
B~	DQ	6,192,122 B1	2/20/2001	Flockhart et al.			2/12/1998
B~	DR	6,201,948 B1	3/13/2001	Cook et al.			3/16/1998
B~	DS	6,211,451 B1	4/3/2001	Tohgi et al.			1/26/1999
EXAMINER <i>Tom Q. Davis</i>				DATE CONSIDERED 9/18/05			
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

<div style="text-align: right;">FORM PTO-1449, Adapted</div> <div style="text-align: center;"> <b>LIST OF INFORMATION DISCLOSED BY APPLICANT</b>  <i>(Use several sheets if necessary)</i> </div>							
ATTY. DOCKET NO. 07117.105015		SERIAL NO. 10/645,917		FILING DATE August 20, 2003			
APPLICANT McConnell et al.				GROUP			
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	EA	6,215,865 B1	4/10/2001	David T. McCalmont			10/13/1998
B <sup>2</sup>	EB	6,263,049 B1	7/17/2001	Rodney Kuhn			9/25/1997
B <sup>2</sup>	EC	6,275,812 B1	8/14/2001	Haq et al.			12/8/1998
B <sup>2</sup>	ED	6,278,978 B1	8/21/2001	Andre et al.			4/7/1998
B <sup>2</sup>	EE	6,289,340 B1	9/11/2001	Puram et al.			8/3/1999
B <sup>2</sup>	EF	6,324,282 B1	11/27/2001	McIllwaine et al.			3/2/2000
B <sup>2</sup>	EG	6,347,139 B1	2/12/2002	Fisher et al.			12/6/1999
B <sup>2</sup>	EH	6,371,765 B1	4/16/2002	Wall et al.			11/9/1999
B <sup>2</sup>	EI	6,408,066 B1	6/18/2002	Andruska et al.			12/15/1999
B <sup>2</sup>	EJ	6,453,038 B1	9/17/2002	McFarlane et al.			6/1/2000
B <sup>2</sup>	EK	6,459,787 B2	10/1/2002	McIllwaine et al.			9/10/2001
B <sup>2</sup>	EL	6,510,221 B1	1/21/2003	Fisher et al.			12/6/1999
B <sup>2</sup>	EM	6,535,600 B1	3/18/2003	Fisher et al.			12/6/1999
B <sup>2</sup>	EN	6,553,114 B1	4/22/2003	Fisher et al.			12/6/1999
B <sup>2</sup>	EO	2003/0033184 A1	2/13/2003	Benbassat et al.			6/10/2002
<b>FOREIGN PATENT DOCUMENTS</b>							
		DOCUMENT NUMBER	DATE	COUNTRY	NAME		TRANSLATION YES NO.
B <sup>2</sup>	EP	WO 98/22864	5/28/1998	PCT	Mann et al.		
<b>OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
B <sup>2</sup>	EQ	ACTV.NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287					
EXAMINER				DATE CONSIDERED			
				9/18/05			
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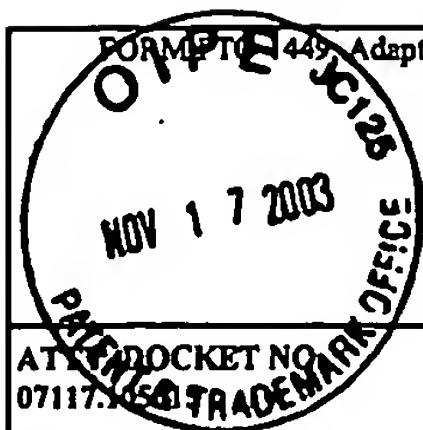


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ATTN: DOCKET NO. 07117.105.112		SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP	
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)			
B <sup>2</sup>	FA	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997	
B <sup>2</sup>	FB	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 – 12	
B <sup>2</sup>	FC	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001	
B <sup>2</sup>	FD	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)	
B <sup>2</sup>	FE	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 <sup>nd</sup> Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814	
B <sup>2</sup>	FF	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122	
B <sup>2</sup>	FG	Envision Telephony; <i>Click2Coach</i> ; (2001)	
B <sup>2</sup>	FH	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)	
B <sup>2</sup>	FI	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000	
B <sup>2</sup>	FJ	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 <sup>nd</sup> Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164	
B <sup>2</sup>	FK	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012	
B <sup>2</sup>	FL	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000	
B <sup>2</sup>	FM	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001	
B <sup>2</sup>	FN	Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages	
	FO		
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	FQ		
	FR		
	FS		
	FT		
	FU		
EXAMINER <i>Am. 2. Davis</i>		DATE CONSIDERED 9/18/05	
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FORM PTOL 449 Adapted



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ATTORNEY DOCKET NO. 07117.1050	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	AA	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
B <sup>2</sup>	AB	5,947,747	9/7/1999	Walker et al.			5/9/1996
B <sup>2</sup>	AC	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
B <sup>2</sup>	AD	6,141,528	10/31/2000	Ronald Remschel			9/22/1997
B <sup>2</sup>	AE	6,149,441	11/21/2000	Pellegrino et al.			11/6/1998
B <sup>2</sup>	AF	6,155,840	12/5/2000	Alfred V. Sallette			9/18/1998
B <sup>2</sup>	AG	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999
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	AI						
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	AQ						
	AR						
	AS						

EXAMINER <i>Kevin A. Leem</i>	DATE CONSIDERED <i>9/18/05</i>
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U31L600

## U. S. PATENT DOCUMENTS

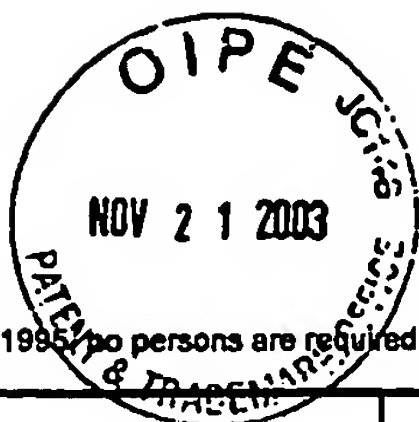
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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

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**Complete if Known**

Application Number	10/645,917
Filing Date	8-20-03
First Named Inventor	Campbell
Art Unit	
Examiner Name	
Attorney Docket Number	WIL601

Sheet

2

of

2

**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
B~	3	CAMPBELL, D.L., Guidelines for Field Evaluations of Repellents to Control Deer Damage to Reforestation, Special Technical Publication of American Society for Testing and Materials, Vol. 625, 1977.	
B~	4	BULLARD, Roger W. Preparation and Evaluation of a Synthetic Fermented Egg Coyote Attractant and Deer Repellent, J. Agric. Food Chem., Vol. 26, No. 1, 1978.	
B~	5	CAMPBELL, Dan L., Deer Repelled from Douglas Fir New Growth Using BGR-R and Aversive Conditioning, Department of Natural Resources Note, No. 46, October 22, 1987.	
B~	6	CAMPBELL, Dan L., Recent Approaches to Controlling Mountain Beavers in Pacific Northwest Forests, Denver Wildlife Research Center, Printed at Univ. of Calif., Davis 13:183-187, 1988.	

Examiner  
SignatureDate  
Considered

9/18/05

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<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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07117.15SERIAL NO.  
10/645,917FILING DATE  
August 20, 2003APPLICANT  
McConnell et al.GROUP  
2855

## U.S. PATENT DOCUMENTS

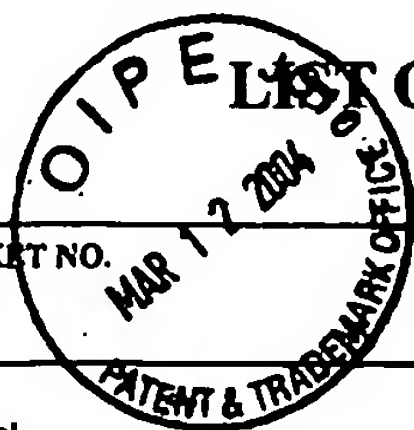
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	AA	6,301,573 B1	10/9/2001	McIlwaine et al.			1/2/1998
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EXAMINER

DATE CONSIDERED

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FORM PTO-1449, Adapted



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10/645,917FILING DATE  
August 20, 2003APPLICANT  
McConnell et al.GROUP  
2855

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	AA	6,628,777 B1	9/30/2003	McIlwaine et al.			11/16/1999
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McConnell et al.GROUP  
2855**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
B <sup>2</sup>	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
B <sup>2</sup>	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
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**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
B <sup>2</sup>	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

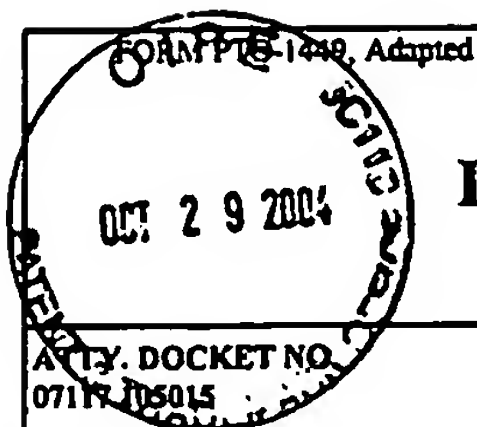
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EXAMINER

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9/18/05

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ATTY. DOCKET NO. 07117-105015	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP 2855

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
B <sup>2</sup>	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
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## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
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## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

B <sup>2</sup>	AP	Affidavit of John McIlwaine dated September 20, 2004
B <sup>2</sup>	AQ	Star Trainer; Simulation Training for Call Center Agents

EXAMINER <i>Jim E. Lee</i>	DATE CONSIDERED 9/18/05
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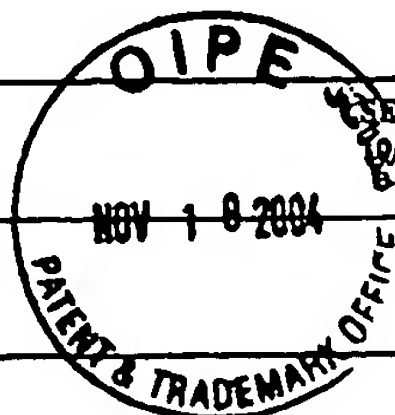
ATTY. DOCKET NO.  
07117.105015

SERIAL NO.  
0/645,917

FILING DATE  
August 20, 2003

APPLICANT  
McConnell et al.

GROUP  
2855



## U.S. PATENT DOCUMENTS

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## FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
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## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

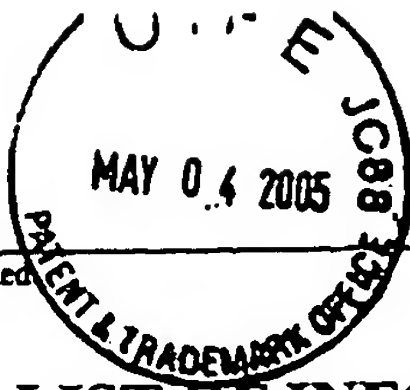
AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)

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9/18/05

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10/645,917FILING DATE  
August 20, 2003APPLICANT  
McConnell et al.GROUP  
3629**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	AA	3,245,157	4/12/1966	Laviana, D.W.	35	9	10/4/1963
B <sup>2</sup>	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
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**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
B <sup>2</sup>	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.		
B <sup>2</sup>	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.		
B <sup>2</sup>	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.		
	AP						

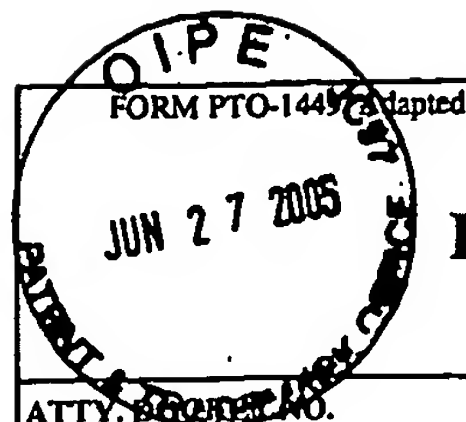
**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

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APPLICANT McConnell et al.		GROUP 3629

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
B <sup>2</sup>	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993
B <sup>2</sup>	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
B <sup>2</sup>	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
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## FOREIGN PATENT DOCUMENTS

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B <sup>2</sup>	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.		
	AL						

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

B <sup>2</sup>	AM		Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26				
B <sup>2</sup>	AN		Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12				
B <sup>2</sup>	AO		Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages				
B <sup>2</sup>	AP		Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12				
	AQ						

EXAMINER <i>John R. [Signature]</i>	DATE CONSIDERED 9/18/05
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